

Updates from Telligen – Your Quality Innovation Network-Quality Improvement Organization (QIN-QIO)

Jane Brock, MD, Telligen Medical Director CMDA's Annual Conference 2022: Coming Together to Create Success in PALTC April 29, 2022

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Objectives

- >> Summarize data and outcomes from our work together through the COVID-19 pandemic
- Identify current focus areas and explain how we assist homes to improve quality using the framework of QAPI
- Describe the role of Telligen, Colorado's Quality Innovation Network-Quality Improvement Organization (QIN-QIO), and the opportunities you have to patriciate with us at no-cost



About Telligen



Nearly 50 years providing expertise and support for measurable results in population health improvement



More than **600 clinical and technical** professionals supporting clients nationwide



A 100-percent employee-owned company



Comprehensive quality improvement program = Telligen QI Connect[™]



Rapid response to nursing homes

» Weekly referrals from CMS

- » Outbreak
- » High community transmission rate
- » Infection control deficiencies
- » To support you in working through your specific situation
 - » Dedicated QI specialist
 - » Signed commitment
 - » CDC-developed assessment modified to a fillable form
 - » Assessment results -----> RCA
 - » SMART goal
 - » Establish QI plan
- » 4-week Rapid Learning Collaborative





Results

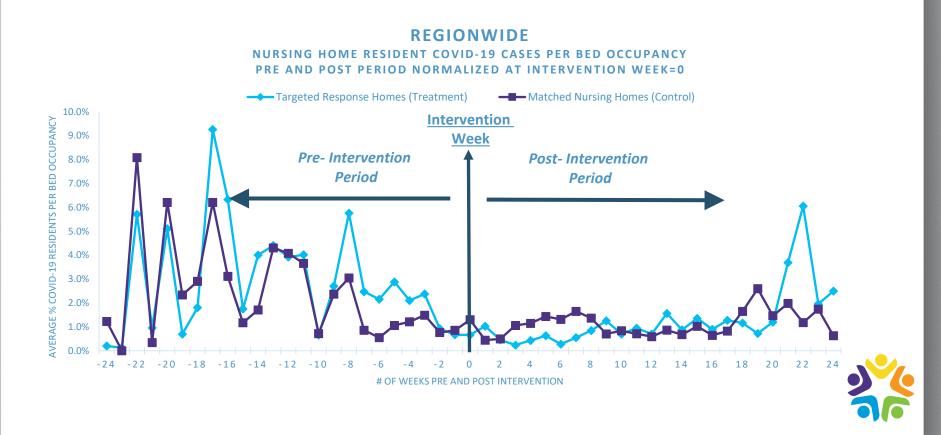
- » 802 facilities assisted since April 2020 123 in Colorado
 - » 110 walk-throughs/site visits
- » Common recommendations
 - » Increasing effectiveness of screening at entry
 - » Managing staff break rooms
 - » Managing access to time clocks
 - » Adapting training and materials for environmental services
- » Well-received:

"We greatly appreciated your support in talking through our specific situations and how we can work through them. In addition, the tools provided to us were of great use to our team in order to have thorough audits. We re-pulled them out this week to ensure we were still up to date on our IC areas we were previously deficient in."

Vanessa Zabojnik, LNHA Executive Director Life Care Center



Analysis of effectiveness



COVID-19 Vaccine and Booster Referrals

» Criteria

» Changed over time – CMS set specific targets, changed over time, in beginning targets were inclusive, getting more and more targeted – present criteria is nursing homes with less than 40% residents boosted

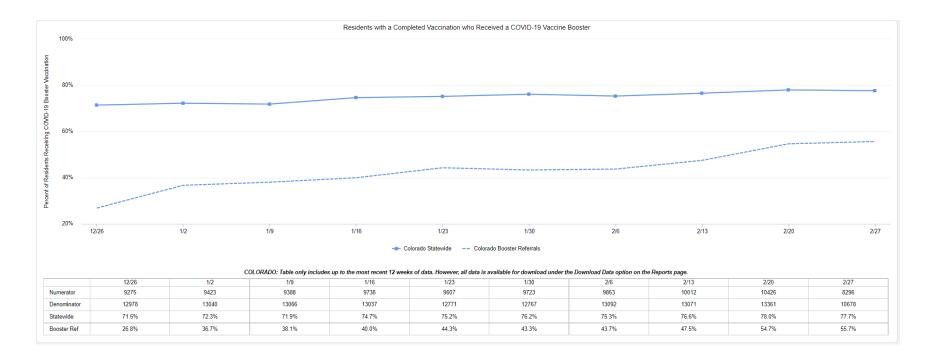
» Support/process

- » Tailored customer service interview to provide the right resources not just offering training to someone who knows what to do
- » Customized assessment developed by national experience of QIN-QIO working in every state with 1000s of homes to offer specific tools, advice, support and interventions

» Data



Resident booster vaccination rates in CO



COVID-19 Resources

We developed resources to support nursing homes with infection prevention and control









Check out all our resources:

www.telligengiconnect.com/resources

Nursing Home Technical Assistance and Support

- >> Quality Improvement
 - » Root Cause Analysis (RCA) interactive sessions
 - » Plan, Do, Study, Act (PDSA) trainings
 - » Quality Assurance and Performance Improvement (QAPI) classes and workshops
 - » Directed Plan of Correct assistance for F880 deficiencies
- » National Healthcare Safety Network (NHSN) reporting assistance
- Timely, relevant and useful events, tools, and resources



QAPI Classes

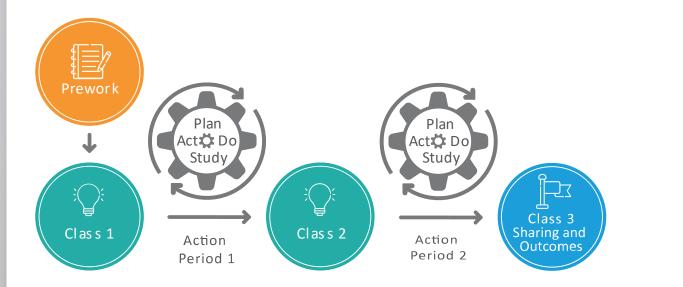
- » QAPI 101 Workshops
- » QAPI Reboot Classes
- » Quality Improvement Trainings (RCAs, PDSAs, QI Power Hours)

QAPI Reboot Cohort Topics

- Reducing Readmissions and ED Visits
- Reducing Urinary Tract Infections (UTIs)
- Reducing Antipsychotic Medication Use
- >> Preventing *C. difficile*



On-going Interactive QAPI Classes and Workshops



Check out the next class dates and times on our website: <u>www.telligengiconnect.com/calendar</u>



Blue Ribbon in COVID-19 Vigilance

- » Recognizes efforts nursing homes have made to prevent the spread of COVID-19
- » Nursing homes who are awarded the Blue Ribbon in COVID-19 Vigilance receive comprehensive marketing package
- » Information and Toolkit: <u>www.telligenqiconnect.com/blue</u> <u>-ribbon-in-covid-19-vigilance</u>



Colorado Recipients



BLUE RIBBON **COVID-19 Vigilance**

QIN

IGILANCE

-QIC**Quality Innovation Network -Quality Improvement Organizations**

CENTERS FOR MEDICARE & MEDICAID SERVICES **IQUALITY IMPROVEMENT & INNOVATION GROUP**

/ID-19

COLORADO RECIPIENTS

Congratulations to the following nursing homes for committing to policies, processes, ongoing staff education to prevent the spread of COVID-19, achieving a staff vaccination rate of at least 85%, and a resident vaccination rate of at least 95%*

4	BERKLEY MANOR CARE CENTER	~	HERITAGE PARK CARE CENTER	~	RIVER VALLEY INN NURSING HOME
~	BETH ISRAEL AT SHALOM PARK	~	HOLLY HEIGHTS CARE CENTER	~	SKYLINE RIDGE NURSING AND REHABILITATION CENTER
~	BROOMFIELD SKILLED NURSING AND REHABILITATION CTR	~	LARCHWOOD INNS	~	SPANISH PEAKS VETERANS COMMUNITY LIVING CENTER
~	CENTRE AVE HEALTH & REHAB	~	LIFE CARE CENTER OF EVERGREEN	~	THE SUITES AT SOMEREN GLEN CARE CENTER
~	COLUMBINE WEST HEALTH AND REHAB FACILITY	~	LIFE CARE CENTER OF GREELEY	~	TRINIDAD INN NURSING HOME
~	CRESTMOOR HEALTH AND REHABILITATION CENTER	~	NORTH SHORE HEALTH & REHAB FACILITY	~	VALLEY MANOR CARE CENTER
~	FRASIER MEADOWS HEALTH CARE CENTER	~	PARKMOOR VILLAGE HEALTHCARE CENTER	~	VETERANS COMMUNITY LIVING CENTER AT FITZSIMONS
~	GOOD SAMARITAN SOCIETY - FORT COLLINS VILLAGE	~	PINE RIDGE EXTENDED CARE CENTER	~	VISTA GRANDE INN
✓	GRACE POINTE CONT CARE SR CAMPUS, SKILLED NURSING	~	PROMEDICA SKILLED NURSING AND REHABILITATION	~	WALSH HEALTHCARE CENTER
\checkmark	HARMONY POINTE NURSING CENTER	~	RIO GRANDE INN	~	WESTLAKE CARE COMMUNITY

*As of January 2, 2022

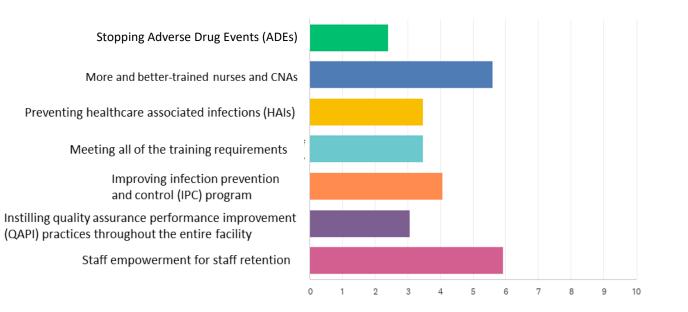
Adapting to a new reality

- » Survey of priorities
- » Focus groups
- » Adapted resources
 - » Spotlight Events
 - » QAPI Classes
 - » 1:1 Customized TA



Q7 Rank the following priorities for focused improvement in your nursing homes priority)

(Greater the bar, higher the priority)



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What Do QIN-QIOs Do?

QIN-QIO Program Statutory Purpose

To improve the efficiency, effectiveness, economy and quality of services delivered to Medicare beneficiaries

QIN-QIOs

- Bring people from across the care continuum together in data-driven initiatives that increase patient safety, make communities healthier, enhance care coordination and improve healthcare quality
- Provide technical assistance and convene learning and action networks at no cost to support healthcare quality improvement (QI) at the community level



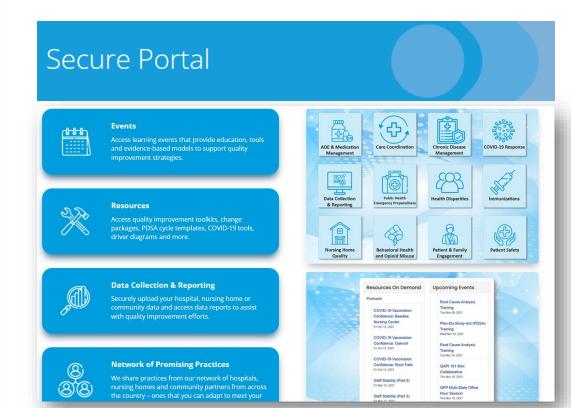
Additional Focus Areas and Support – At No Cost!



- » QI expertise, including comprehensive COVID-19 support
- » Customized 1:1 technical assistance
- Actionable data, analytics support and national benchmarking



Telligen QI Connect[™] Secure Portal



- » View state, national and community level data reports
- ➤ Connect with Telligen QI Connect[™] members in your community
- Access exclusive resources to support learning events



Questions?



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Thank You!



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